



# *Delaware Senior Medicare Patrol*

## ***Medicare Fraud Informer***

May, 2016 Volume 1, Issue 6

**SMP MISSION STATEMENT** *to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.*



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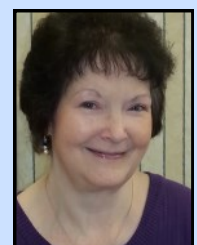
**DELAWARE HEALTH AND SOCIAL SERVICES**

Division of Services for Aging and Adults with Physical Disabilities

### **SMP Informer Newsletter**

***Digned and Edited by:***

**LaVonda Lamb, SMP  
Volunteer**



## **Message from SMP Project Director**



**Andrea Rinehart**



### **Older Americans Month 2016: “Blaze a Trail”**

Older adults are a growing and increasingly vital part of our country. The contributions they make to our communities are varied, deeply rooted, and include influential roles in the nation’s economy, politics, and the arts. From 69-year-old NASA Administrator Charles Bolden, Jr. to 84-year-old actress Rita Moreno to 83-year-old Ruth Bader Ginsberg, who took her seat as a Supreme Court Justice at age 60, older adults are blazing trails in all aspects of American life.

In 1963, we began to acknowledge the contributions of older people by using the month of May to celebrate Older Americans Month (OAM). Led by the Administration for Community Living, the annual observance offers the opportunity to learn about, support, and celebrate our nation’s older citizens. This year’s theme, “Blaze a Trail,” emphasizes the ways older adults are reinventing themselves through new work and new passions, engaging their communities, and blazing a trail of positive impact on the lives of people of *all* ages.

While Delaware Senior Medicare Patrol (SMP) provides healthcare fraud information to older adults year-round, we will use OAM 2016 to focus on how older adults in our community are leading and inspiring others, how we can support and learn from them, and how we might follow their examples to blaze trails of our own. Throughout the month, the Delaware Senior Medicare Patrol will conduct activities and share information designed to highlight how to protect, detect and report Medicare fraud. We encourage you to get involved by volunteering for the SMP or scheduling a presentation in your community.

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Discover OAM: Visit <http://acl.gov/olderamericansmonth>

Learn more: Contact Ann Marie Desardouin for questions about the Delaware Senior Medicare Patrol - 800-223-9074.

## Tales From The Trenches . . . . .

### *Tales from the Trenches*

#### **Volunteer George Manis: SMP's "Quiet Hero"**



2007 was a significant year for the Delaware SMP. That's the year in which George Manis retired from his position of 40 years as a branch manager for a nationwide distributor of applied industrial technologies in York, Pennsylvania and moved to Milton, Delaware with his wife Linda to be closer to the beach areas they so often visited. That's also the very same year that newly-retired George, looking for a worthy pursuit to occupy his time, began volunteering with the Delaware SMP...and he has been "blazing a trail" in a variety of volunteer roles ever since.

George learned about SMP through a "Volunteers Wanted" poster at the Georgetown Cheer Center where he and his wife Linda would go to use their exercise equipment. At that time, SMP volunteer Joanna Gibson was holding bi-monthly office hours at that Center, providing counseling to Medicare beneficiaries, and she trained George. "He caught on quickly and is still at it all these years later. I'm so proud of him!" beams his proud teacher today. Thus, George became a skilled SMP counselor.

In late 2012, George became even more active with SMP, assisting with presentations, participating in work days at the Milford office to prepare information packets, and representing the SMP program at health fairs and other table events. Whenever a call for help with an SMP event in Kent or Sussex County is sent out, George's response is invariably, "Sure, I can help with that!" Yet, his days as an SMP counselor at the Cheer Center had left their mark on how George is known in the community. On the morning of March 4, 2015, long after his role at the Cheer Center was finished, George received a voice message on his home phone from a woman who remembered George from the Cheer Center as "someone who could help with a Medicare billing issue." George returned the call and learned of the plight of an elderly, visually impaired beneficiary from the Georgetown area who lived alone and who was struggling with a severe Medicare billing problem with her pharmacy: a \$400 bill she could not pay and didn't believe she owed. This lady had nowhere to turn, but the caller had reached out specifically to George for help because she was confident that he would do whatever he could to assist. With the beneficiary's permission, George contacted her and learned more specifics about her billing situation. During the call, however, **the beneficiary happened to mention that she had been out of her heart medication for weeks!**

The billing issue itself was serious enough, but George instantly recognized that without her medication, the beneficiary was at a grave risk for a major health crisis and that immediate attention was required. Promising follow-up assistance, George hung up and quickly called an SMP staff member to report the situation. SMP immediately contacted the Division of Aging's Community Service Program (CSP), who, coincidentally, had actually received a referral concerning this particular beneficiary but had not been informed about her being without her critically-needed medication. Consequently, CSP escalated her referral and sent out staff that very day to correct the situation.

**George's quick action may have saved this beneficiary's life!**

## Tales From The Trenches . . . . . continued

A genuine SMP “Quiet Hero”, George particularly enjoys the individual interaction opportunities that occur during outreach events and after presentations. “You hear a lot of sad stories out there (in the field,) and you don’t really realize how many retired people just have no idea what to do when they have problems with their Medicare. And people are harmed very badly when they’re taken advantage of. Being educated about scams and about the need to review and question their bills can prevent problems before they even start.”

Although George gravitates toward the one-to-one aspect of SMP work, he also has a deep appreciation for the ‘bigger picture.’ “What we do is so important. Every time we educate someone, we are helping to keep costs down, maybe make Medicare a little less expensive, and we might even help keep the whole Medicare program from going bankrupt...which is crucial, because people absolutely depend on their Medicare.”

George encourages anyone who has some time to share to consider SMP volunteer opportunities. “There are so many different ways you can help, depending on what you like to do. Especially if you’re a senior, it’s a very fulfilling thing to be able to help other seniors avoid scams and other problems, because you’re able to understand where they’re coming from. Volunteering with SMP not only really helps others, but it also gives me a sense of purpose, which is important to me at this stage of my life.”

When not serving with the SMP, George can be found volunteering for the Milton Historical Society, working four-hour shifts every week or two to conduct tours for visitors to the Milton Museum. He and Linda (whom George has occasionally dragged away from her own work as a volunteer reading tutor for H.O. Brittingham Elementary’s HOST program to assist with SMP events!) also enjoy traveling and visiting with their three children and six grandchildren back in York, PA and in Frederick, Maryland.







## Delaware SMP Informer – Volunteer Voice

### **“Even A Trail Blazer Needs A Little Direction” May 2016**

Happy 50<sup>th</sup> Birthday “Older Americans Month”! President John F. Kennedy designated May as “Senior Citizens Month” in 1963. It was later renamed “Older Americans Month” to honor older Americans and to celebrate their contributions to our communities and the nation entire. The Older Americans Month theme for this year is “Blaze a Trail” and it describes the Delaware SMP perfectly. According to the Merriam-Webster Dictionary the definition of blazing a trail is: *“to be the first one to do something and to show others how to do it”*. Let’s think about this for a moment. It’s not easy to be the first one to do something and then show other how to do it also unless you know where to go. In 1804, President Thomas Jefferson sent a team to explore lands acquired in the Louisiana Purchase. The team of explorers (called “The Corps of Discovery”) traveled nearly 8,000 miles over three years, reaching the Pacific Ocean and clearing the path for westward expansion. Lewis & Clark were able to achieve great things in their exploration of the west, in part, because they had a clear direction to guide them. They broke new grounds and discovered parts of our country never seen before and they did so because they knew they needed to go west (their direction).

Delaware SMP volunteers work to blaze a trail against Medicare theft as successfully as we do, in part, because we start our journey with a clear direction. Our volunteers travel the state to blaze a trail for Medicare Beneficiaries with the hope that others will want to learn how to do it also. However, unlike Lewis & Clark, Delaware SMP volunteers have the advantage of a GPS to point us in the right direction. The direction our GPS provides is simple and to the point:

**G** – Got to  
**P** – Prevent  
**S** – Stealing

It’s just that simple! Delaware SMP volunteers do what we do because we’ve Got to Prevent Stealing from Medicare and its beneficiaries.

If you would like to learn more about how volunteering with the Delaware SMP can bring out the trailblazer in you, please contact me at (302) 255-9383, or [steven.o’neill@state.de.us](mailto:steven.o’neill@state.de.us).



The Centers for Medicare & Medicaid Services (CMS) has restructured the Quality Improvement Organization (QIO) Program to further enhance the quality of services to Medicare beneficiaries.

Effective August 1, 2014, KEPRO is the new Beneficiary and Family Centered Care QIO (BFCC-QIO) for the state of Delaware. Previously, the QIO in Delaware was Quality Insights of Delaware.

KEPRO will strive to keep a local presence by having outreach staff throughout the area and using state-specific physician reviewers, whenever possible, to provide review determinations at the local level. The same beneficiary protection services will continue to be provided to Medicare beneficiaries. This includes the right for a Medicare beneficiary and his/her representative to contact KEPRO:

- To file a quality of care complaint about the quality of health care received from a Medicare provider.
- To file a discharge appeal when a beneficiary is being discharged from a hospital or skilled services (including a skilled nursing facility, home health services, or hospice).
- For assistance with an immediate problem by requesting Immediate Advocacy.

For more information about KEPRO's services, please visit their website at [www.keproqio.com](http://www.keproqio.com).





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**WORLD ELDER ABUSE  
AWARENESS DAY**  
***June 15, 2016***

***Fraud and Scams that target seniors:  
Learning to Protect Yourself!***

*These events are sponsored by the  
Delaware Department of Justice's Senior Protection Initiative.*

Program presentation locations and times are as follows:

**Wilmington Senior Center**

Main Dining Room  
1901 N. Market St., Wilmington, DE 19801  
**10:00AM**

**Newark Senior Center**

Evergreen Banquet Room  
200 White Chapel Dr., Newark, DE 19713  
**10:30AM**

**Modern Maturity Center**

Main Dining Hall  
1121 Forrest Ave., Dover, DE 19904  
**10:00AM**

**CHEER Community Center**

Room A  
20520 Sand Hill Rd., Georgetown, DE 19947

**For more information,  
please call (302) 577-8600**